

**Directions:** Please complete shaded areas below.

**Department Name:** Miami-Dade Community Action Agency

**Project Name:** CAA Elderly IT System Upgrade

**Project Amount:** \$31,034

**Preparer Name & Contact Information:** Evelyn Jordan, CAA Elderly Programs Division (305) 347-4645 or email: ejordan@miamidade.gov

**Project Type:** Please check (✓) one.

☐ Enterprise ☐ Communities of Interest ☒ Department Specific

**Funding Source:** Please check (✓) one.

☒ GF Capital ☐ Proprietary Capital

☐ **Mandated Requirement**  
(If checked (✓), please indicate who is mandating this request as well as the time frame)

☒ **Department Priority of Initiative (1, 2, 3, etc.)**

## Section A

### Background:

Miami-Dade Community Action Agency (CAA) is a comprehensive social service organization comprised of eight divisions: Citizen Participation, Elderly Programs, Energy Programs, Greater Miami Service Corps, Head Start/Early Head Start, Self Help, Finance and Resource Management. The Elderly Program Division has 14 congregate meal sites across the county from Ives Dairy Road in the north to Homestead in the south. The Meals for the Elderly Program provides older persons with hot nutritious meals, activities, support services and educational opportunities at these sites five days per week. These sites do not have internet capacity.

### Problem Statement:

In this era of technology, a number of our centers do not have internet capacity. As a result staff do not have access to internet-based programs and information that would enhance their ability to provide services. Additionally, the continuous demand for results in public service requires that we streamline our reporting and having internet capability would allow our staff the opportunity to submit reports electronically.

This is a pivotal opportunity to coordinate service delivery through efficient technology. Implementation of a Wide Area Network through Metro-Net would allow employees access to accurate, updated service information and our seniors the opportunity to learn how to utilize the internet system to access services, communicate with relatives outside of the county via email and how to acquire data for educational purposes.

**Solution:**

CAA proposes to provide internet connectivity to 14 Elderly Division meal sites. This will require the purchase and installation 51 hardware connections, and the development of one (1) training site infrastructure and design and two (2) Integrated Service Digital Networks.

**Expected Benefits / Direct Payback:**

Access to the wide area network will provide elder participants the opportunity to interact daily with relatives via email and opportunities for education and easier access to services (I.E. Library). For staff the network would provide the opportunity to interact daily with central office staff, facilitate access to information and minimize duplication of services as our business functions require efficient and effective reporting.

CAA as a provider of services to the most vulnerable customer base would increase its effectiveness and afford departmental employees the opportunity to communicate more broadly and improve efficiency.